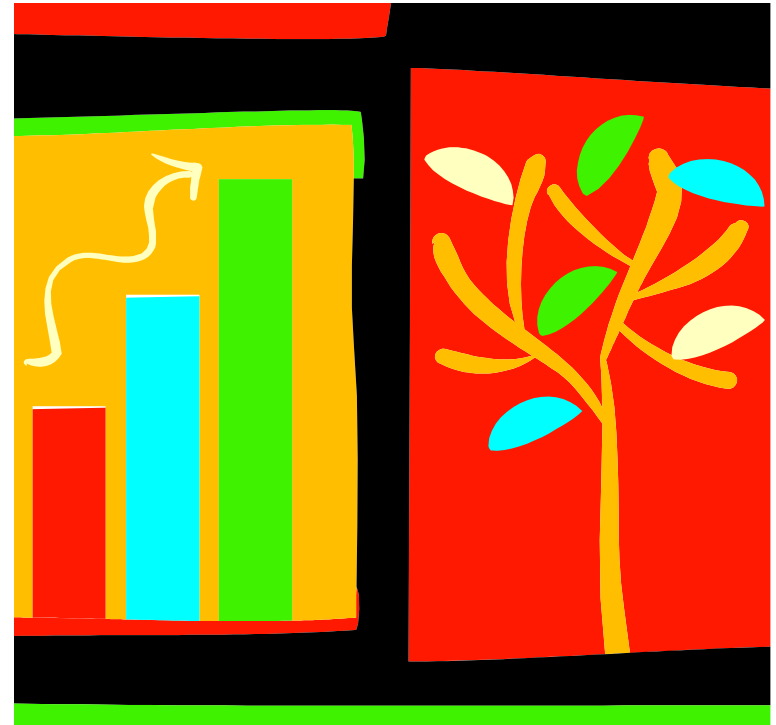


# LEARNING TOGETHER:

## Evaluation Findings from DWC's Critical Time Intervention

LAC DMH/CSH Housing  
Institute  
June 11, 2014



An Evaluation Project Sponsored by The Conrad N. Hilton Foundation and Fannie Mae with support from The Corporation for Supportive Housing, Los Angeles County Department of Mental Health, and Housing Innovations



# Two BIG GOALS

## Learn



- ⊙ Document the implementation of CTI within DWC's unique context
- ⊙ Identify best practices
- ⊙ Identify barriers, challenges and solutions that emerged
- ⊙ Improve future implementations

## Show Impact



- ⊙ Housing stability
- ⊙ Access to entitlement programs & benefits
- ⊙ Use of emergency services
- ⊙ Mental/physical health outcomes
- ⊙ Independent living skills
- ⊙ Personal goal attainment
- ⊙ Quality of life

# DATA SOURCES

## Client Outcomes

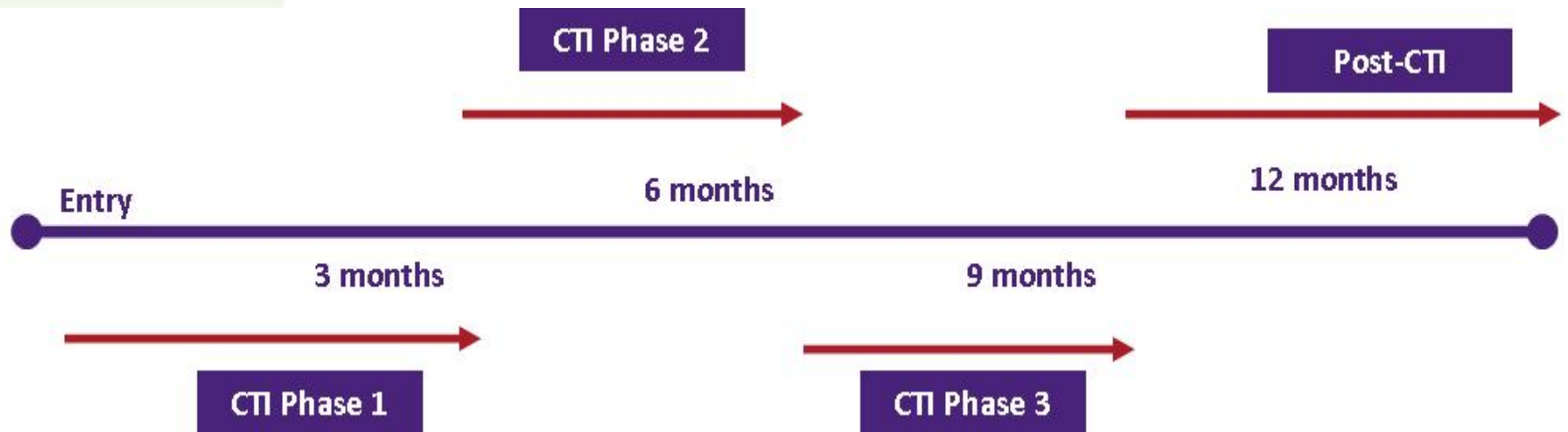
- ◎ Client Interviews
- ◎ Clinician-reported measures

## Implementation

- ◎ CTI Technical Assistance Team
- ◎ CTI Project Director
- ◎ CTI Case Managers
- ◎ Select partner organizations



# EVALUATION TIMELINE

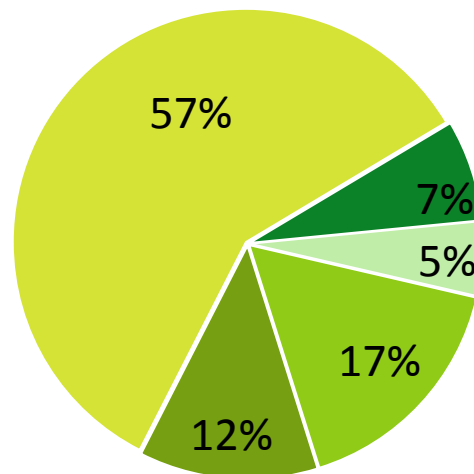


# PARTICIPATION

	Participant Interviews	Declined	Clinician Completed
Intake	94%	5%	99%
3 Months	48%	6%	97%
6 Months	56%	6%	96%
9 Months	90%	8%	97%
12 Months	46%	0	96%

# CLIENT CHARACTERISTICS

## Race/Ethnicity



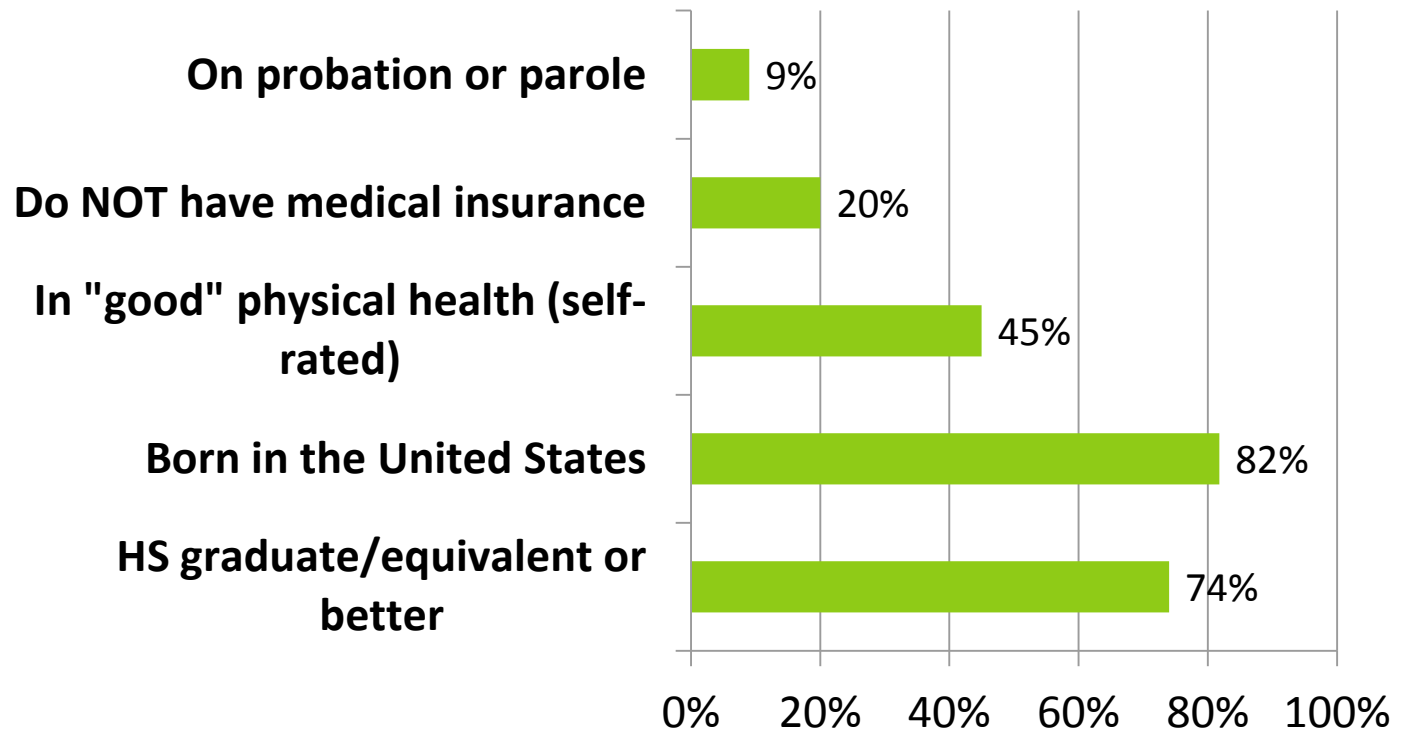
- Latino
- White
- African American
- Asian
- Other

## Age

- ◎ Range: 22 to 79 Years
- ◎ Median Age: 50 Years
- ◎ 13% first episode of homelessness < age of 17

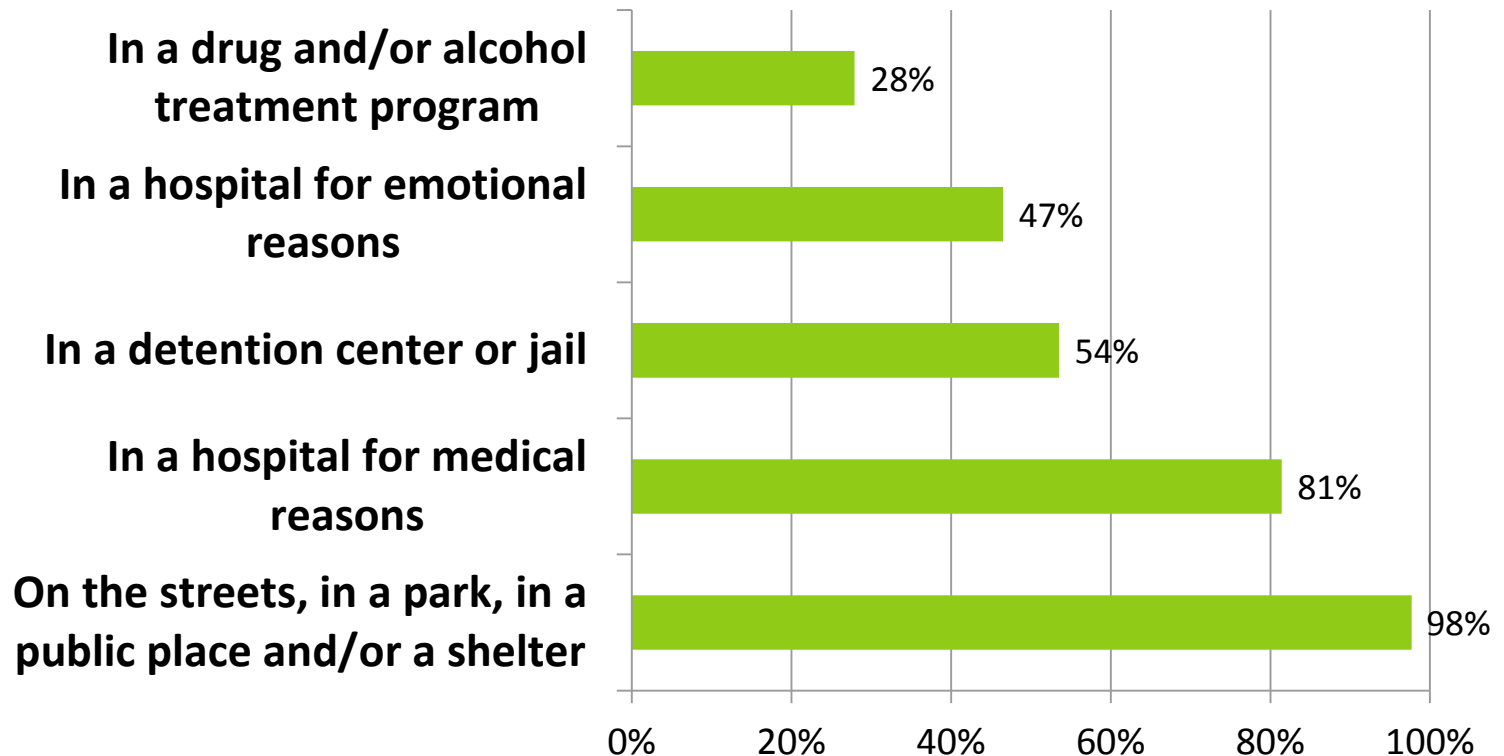
# CLIENTS AT ENTRY

## At Enrollment:



# LIFETIME HOUSING HISTORY

**Percent of Clients who have experienced an overnight stay ...**

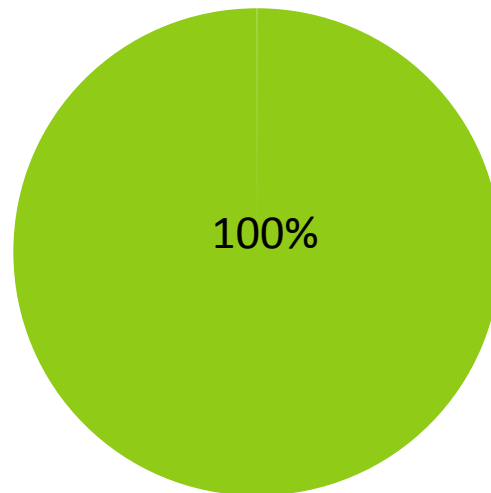




# OUTCOMES

# HOUSING STABILITY

## Percent Stably Housed

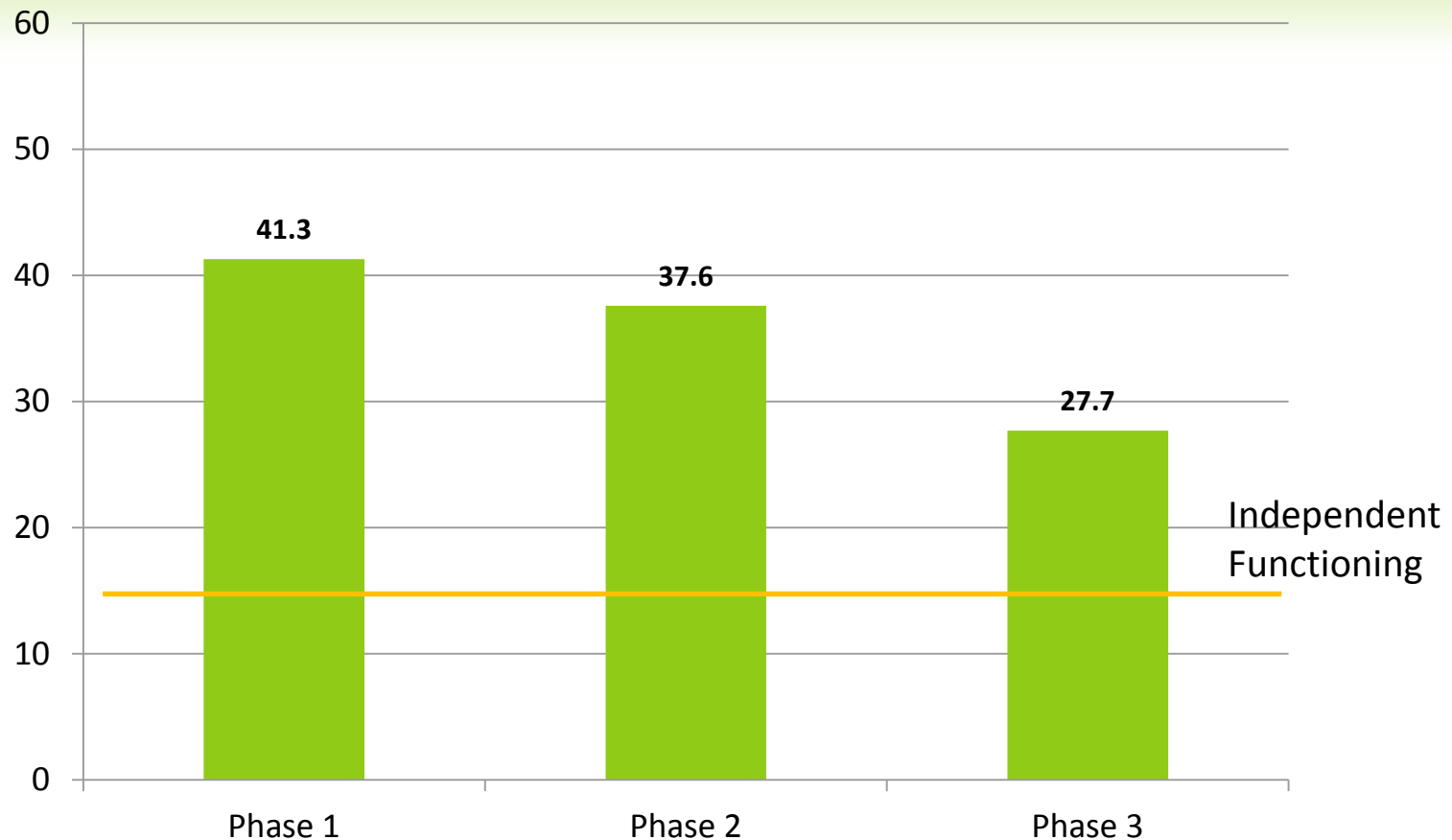


## Other Findings:

- ⊙ No nights on the street
- ⊙ No nights in jail/prison
- ⊙ 4% crisis or respite center

# INDEPENDENT FUNCTIONING

*"They did very good for me. They let me have the level of independence or hand holding I needed."*  
~CTI Participant



# ACCESS TO HEALTH CARE & HEALTH

*"I do my own appointments now, but when we first came in..my CTI case manager would ask me 'when is the last time you had a physical' and things like that."*  
~CTI Participant

## Access

- ◎ 100% have some form of health insurance
- ◎ 55% had poor health at entry
- ◎ 33% had a chronic health condition at entry

## Hospitalizations

- ◎ 74% no hospitalizations either 3 months prior to during evaluation period
- ◎ 6.5% experienced a hospitalization during both time periods
- ◎ 19% of clients experienced a hospitalization during the evaluation period only

# INCOME AND BENEFITS

*After 6 months of CTI, the percent of clients with some form of paid employment nearly tripled from 8% to 21%*

- ◎ 35 participants increased income/benefits
  - ◎ 19 moved from General Relief to SSI/SDI
  - ◎ 16 increased via employment
- ◎ 45 participants maintained income/benefits they had prior to entering CTI



# PERSONAL GOAL ATTAINMENT

## Client Goals

**Housing Stability** – *Obtain DWC housing, Obtain in-home housing support*

**Financial Stability** – *Apply to SSI, Obtain GR, Find a job*

**Health and Mental Health** – *Obtain cancer treatment, Participate in MH groups, Stabilize on medication*

**Substance Use** – *Stop smoking, Enroll in substance abuse program*

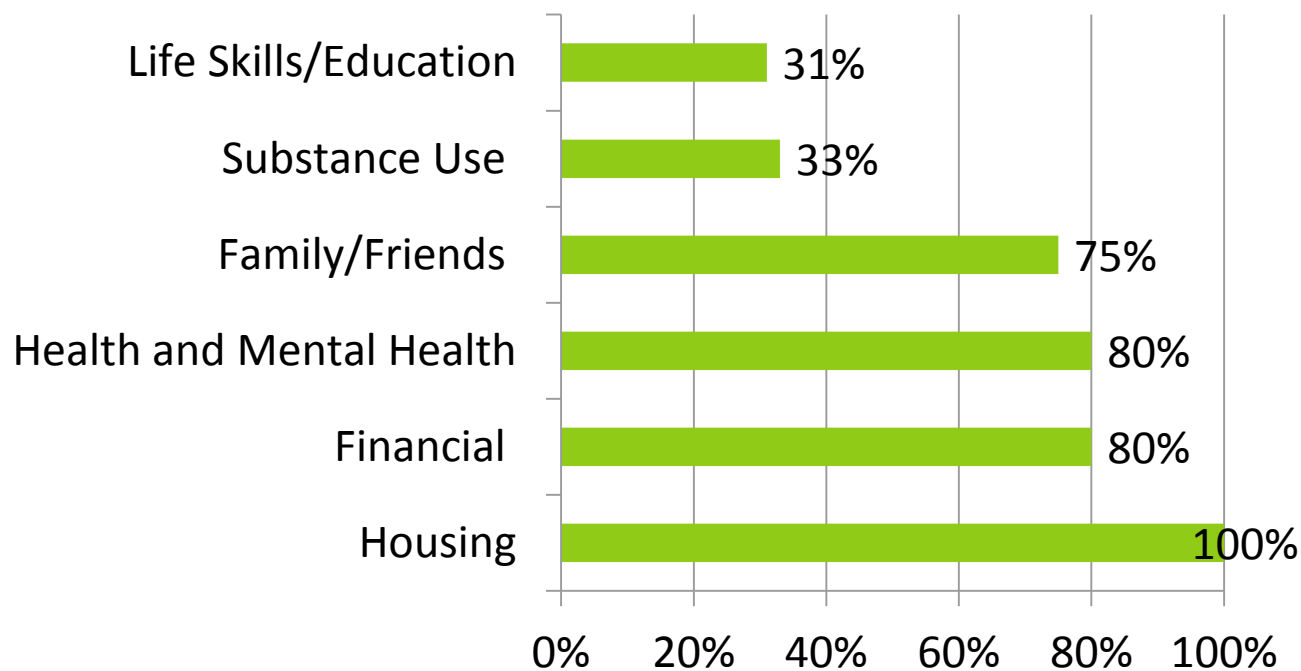
**Family/Friends** – *Support daughter with child care, Engage other residents in conversation, Reach out to family*

**Life Skills/Education** – *Obtain training, obtain GED*

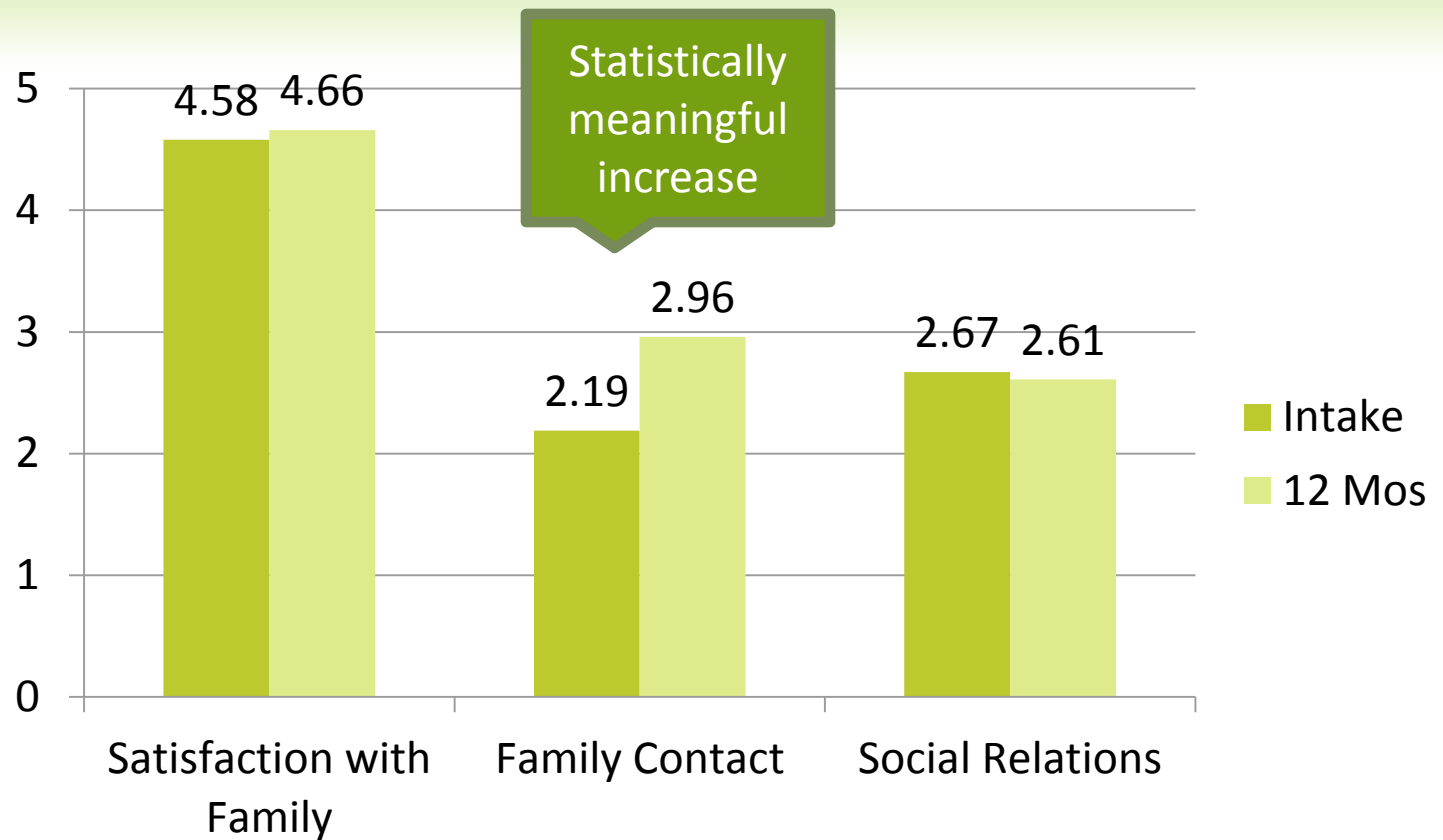
# PERSONAL GOAL ATTAINMENT

*"I was a person  
to my case  
manager. I was  
not a case file."  
~CTI Participant*

**Percent Goals Attained**



# QUALITY OF LIFE

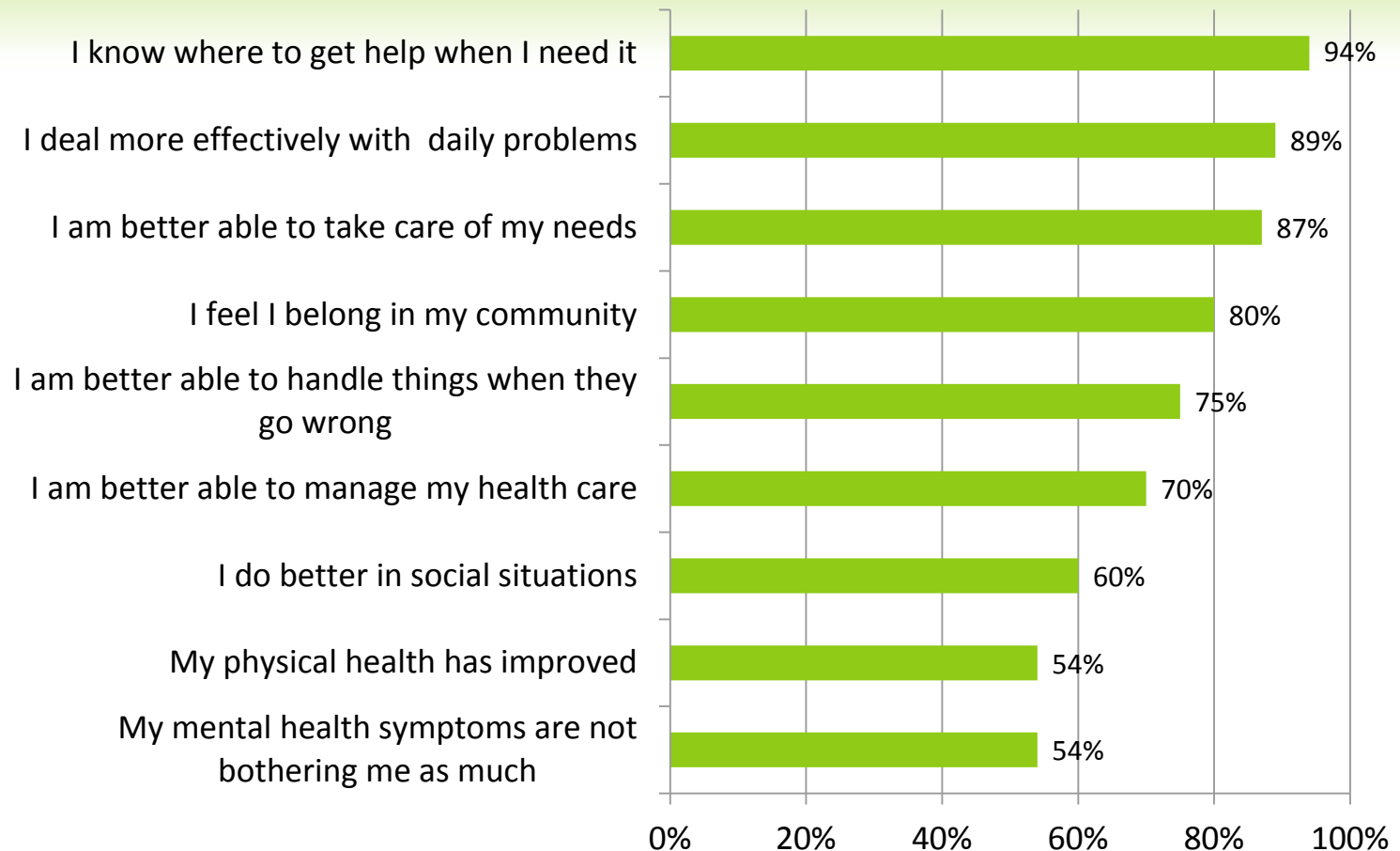




# OUTCOMES FROM THE CLIENT PERSPECTIVE

*CTI case  
managers offer  
support with  
respect and  
dignity.*

*~CTI Participant  
Focus Group  
theme*





# SUMMARY OF CLIENT OUTCOMES

- ◎ CTI has been highly effective at providing housing stability but there is more to the story!
- ◎ Improvement in mental and physical health
- ◎ Increases in income and benefits – percent of women with paid employment income tripled over CTI period
- ◎ Significant increases in independent function in a relatively short time
- ◎ Significant increase in family contact
- ◎ Clients perceptions of outcomes consistent with CTI case manager reports

# LESSONS LEARNED FROM IMPLEMENTATION

- ◎ Select case managers thoughtfully for fit with the CTI model.
- ◎ Carefully delineate the roles of property managers and case managers and ensure everyone is educated and knowledgeable about the CTI model
- ◎ Strong linkages to services outside the home organization can make or break CTI

# LESSONS LEARNED (CONTINUED)

- ◎ Many clients find the transition from CTI challenging, despite lots of communication and education; engaging the entire PSH team is important to helping manage the transition for everyone
- ◎ CTI requires a higher than usual level of administrative record-keeping. Allow time and resources to ensure it can be accomplished in a timely fashion

# QUESTIONS AND CONTACT INFORMATION

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